2504.0 Wait List Policy

2504.1 Policy Approval Clearance Record

☐ Rural Services Policy ☐ Mental Health Policy ☒ Developmental Services Policy	This policy supersedes: n/a	Number of pages in Policy: 10
Review by Representative from the Office of the Attorney General: n/a	Date: n/a	Date Policy Effective: 05/09/12
Rural Services Director Approval Signature: *Barbara Legier*	Date: 05/09/12	Policy Lead: Teri McAlpin, Robin Williams

2504.2 Statement of Purpose

2504.2.1 **Policy Statement:** This policy provides guidelines for the placement of individuals on a wait list for services and funding for self directed programs, respite, supported living arrangements, and/or jobs and day training (JDT) services.

2504.2.2 **Purpose:** To clarify procedures for establishing a wait list to ensure individuals supported by Rural Services Developmental Services (DS) have fair and equitable access to preferred services based on health and safety needs, interests, age, availability of preferred services, and their ability to utilize the requested service within 60 days.

2504.3 Authority

Waiver, Chapter 2100
NRS Chapter 435
MHDS Policy 4.044
Rural Services Policy 2603

2504.4 Unique Definitions and Acronyms

2504.4.1 **Keyword:** Refer to Rural Services Standard Definitions Policy 000

2504.4.2 **Wait List**: The list of individuals supported by DS who have requested a service and/or type of funding they do not currently receive, or who have requested an increase in a service and/or type of funding they do currently receive.

2504.4.3 **Wait List Request Agreement:** This agreement is a form completed by the Developmental Specialist III (DS III) after a team meeting is held and the decision has been made and agreed upon to request a service or funding.

2504.5 Procedures

2504.5.1 Purpose of Wait List

A. When a person has an open case with Rural Services DS, and he or she requests respite, residential services, or JDT services, he or she will be placed on a wait list when:

1. The person has been determined eligible for the requested services; and
2. Funds and/or the services are not immediately available.

2504.5.2 Wait List Eligibility

A. To receive a MR Waiver service, a person must be able to accept the service within 60 days of availability. Prior to a contract being finalized for a waiver service, the individual must have:

1. Documentation within the last 90 days that he or she meets the criteria for residing in an ICF/MR as outlined in the Level of Care (see Standard Definitions);
2. A relevant and accurate psychological evaluation as verified in the most recent ISP; and
3. A physical or nursing assessment completed within the past 12 months.

B. To receive a non waiver service, verification that the individual or, if the person is a minor, the household income, is within established poverty level requirements must be documented in the individual's record.

C. To receive respite or a state funded, self directed service, the person may not have a current SLA contract.

2504.5.3 Wait List Development

A. Wait list information for residential services, JDT services, and respite services will be maintained electronically.

B. The wait lists will be prioritized within budgetary constraints by Developmental Specialist IVs (DS IV) with consideration of the following:

1. 1st Priority: Health and Safety needs of the individual.
2. 2nd Priority: Emergent need of the individual.
3. 3rd Priority: Length of time on the wait list.

C. In order for an individual to be placed on a wait list, a Wait List Request (Attachment A) must be completed and submitted to the DS IV.

1. The DS III will convene the support team within one (1) month of the request for the service to discuss the desire, or need, for the service/funding.
2. The DS III will determine eligibility for the requested service within three (3) working days of the meeting.
3. If determined eligible, the DS III will complete the Wait List Request in its entirety and will submit it to the DS IV within five (5) working days. The DS III will keep a copy of the Wait List Request in the individual'

D. The DS IV will review the Wait List Request for accuracy and appropriateness.

E. The DS IV will maintain the original Wait List Request and will maintain a record of requests submitted. The DS IV will enter the request into the electronic record within five (5) working days of receipt of the request or return to the DS III for more information.

F. An individual will remain on the wait list until he/she:

1. Receives the service,
2. Has been offered and refused the service,
3. Is no longer eligible for the service, or
4. No longer needs or wants the service.

2504.5.4 Fiscal Responsibility

A. The DS IV will provide a copy of the Wait List Request to the Program Officer I (POI) within five (5) working days of receipt.

B. The POI will review the anticipated cost of the request and communicate budgetary impact to the DS IV by email or at the DS-L meeting within three (3) working days or sooner if emergent need.

2504.5.5 Review of Wait List

A. The wait list will be reviewed and updated on a monthly basis by the Administrative Assistant II (AA II).

1. By the 10th of each month, the AA II will contact individuals on the wait list to ensure they:

- Still want the funding/service; and
- Can accept the funding/service within 60 days if offered.

2. By the 15th of each month, the AA II will forward the updated information to the DS IV.

3. By the 20th of each month, the DS IV will review the updated information, confirm changes with the DS III, and forward any changed needed to the POI. The DS III will complete a case note updating the status for each person on the wait list. The DS IV will update the information in the electronic record.

4. The POI will keep DS IVs informed of budget status during scheduled DS-L meetings.

5. Budgetary constraints will be discussed during DS-L meetings.

2504.5.6 Removal from Wait List

A. When the service/funding has been determined to be available, the support team will be informed, the service/funding will be accessed, and the individual will be removed from the wait list.

1. Within one (1) working day of the decision of availability of the service/funding, the DS IV will inform the DS III of available allocations to be awarded and of the projected start date.

2. Within two (2) working days of notification, the DS III will contact the individual to advise him/her that the service/funding is available, followed by a letter defining the projected start date, the exact funding amount, and the service(s) to be accessed (Attachment B). This letter will be mailed out within one (1) working day of notification of the individual.

B. For children's services, the county in which the custodial parent or guardian of the child resides must pre-approve services before the child can be removed from the wait list. If the county disapproves the services, the child will remain on the wait list.

C. If for any reason the individual declines the offered service/funding, he/she will be removed from the wait list. His/her name may be re-entered in the future with the current date being the new date of request.

D. Once a service agreement has been completed as outlined in the contract development policy, the individual will be removed from the wait list. Upon submittal of the service agreement, the DS IV will update the electronic record to note the individual is no longer on the wait list and that the service/funding has been allocated.

E. The individual will also be removed from the wait list if he/she no longer meets eligibility criterion for the requested service.

2504.5.7 Timelines

Table 2504.5.7.1: Timelines for Wait List Policy

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
Support team meeting to discuss needs	Within one (1) month of expressed desire		Support Team	Meet with entire team and make decisions
DS III to determine eligibility for service	Within three (3) working days of team meeting		DS III	Review eligibility criterion for service request and determine if individual meets criterion
Complete Wait List Request	Immediately upon determination of eligibility		DS III	Complete request and obtain signatures
Submit Wait List Request to DS IV	Within five (5) working days of completion		DS III	Submit to DS IV and file a copy into individual chart
Submit Wait List Agreement to POI	Within five (5) working days of receipt		DS IV	Submit a copy to POI; keep original to review
Contact individuals on wait list for update	By the 10th of each month		AA II	Contact individual; ensure all information on request is correct
Inform DS IV of updates/changes	By the 15th of each month		AA II	After contacting people on the wait list, inform DS IV of changes/updates
Confirm with DS III the updates/changes	By the 20th of each month		DS IV	Discuss changes/updates received from AA II with DS III to ensure accuracy
Inform POI of changes/updates	By the 20th of each month		DS IV	Send confirmed changes/updates to POI
Update wait list in the electronic record	Immediately upon receipt of changes		DS IV	Update electronic record
Inform DS III of availability of service/funding	Within one (1) working day		DS iV	Inform DS of availability of service or funding and the projected start date
Inform individual of availability of service/funds	Within two (2) working days		DS III	Call the individual and inform him/her of the service/funding date and the necessary steps to follow
Follow up letter mailed	Within one (1) working day		DS III	Mail a follow-up letter to the individual informing him/her about the availability of service/funding
Access the service/funding	Within 60 days of notification		Individual	Have a current contract agreement for the funding and begin receiving the service
Update/remove from wait list in electronic record	Upon completion of contract agreement		DS IV	Update wait lists by removing the individual and noting he/she is now receiving the service

2504.5.8 Documentation

A. Case File Documentation (paper):

File Location	Data Required
Copy of Wait List Request filed in Individual File	Within five (5) working days of completion of Wait List Request
Original of Wait List Request filed DS IV File	Upon receipt of Wait List Request
Copy of Wait List Agreement filed in Fiscal File	Upon receipt of Wait List Agreement

D. AVATAR/DSNOW Documentation (electronic):

Applicable UNITY Screen	Data Required

2504.5.9 Supervisory Responsibilities: Supervisors will provide in-service training to ensure all staff understands the requirements of this policy and its procedures. Supervisors will revisit this policy periodically, but no less than annually to identify recommendations for improvement.

2504.6 Attachments

2504.7.1 RS2504A Wait List Request

2504.7.2 RS2504B Standard Letter

ATTACHMENT RS2504A

WAIT LIST REQUEST

MEDICAID HOME & COMMUNITY BASED WAIVER REQUEST
& GENERAL FUND SERVICE REQUEST

Applicant's Name: _____ Date of Service Request: _____

Applicant's Case #: _____ Date of Birth: _____ Gender: ☐ Male ☐ Female

Applicant's Medicaid #: _____ Date of Service Needed: _____

DS III: _____ Applicant's Age: _____

Does this person have a guardian: ☐ Yes ☐ No Name of Guardian: _____

Does this person attend: ☐ School ☐ Work ☐ Other Name/Location: _____

Service Request for:
☐ Home and Community Based Waiver or ☐ Service Waitlist (General Fund Services)

Medicaid Status: ☐ Eligible ☐ Not Eligible ☐ Pending
Waiver Status: ☐ Eligible ☐ Not currently on Waiver
SSI/SSDI Status: ☐ Yes ☐ No
Financial Eligibility: ☐ 300% Poverty is confirmed

REQUESTED SERVICES

WAIVER SERVICES

☐ SLA 24-Hour
- ☐ ISLA
- ☐ TSLA
- ☐ CISLA

☐ SLA Intermittent
- ☐ Regular SLA
- ☐ In Home SLA

☐ SLA Host Home

☐ Jobs & Day Training
Circle Requested JDT Level: 0 1 2 3 4 9

☐ Self Directed Waiver (Rural Only)

GENERAL FUND SERVICES

☐ Self Directed – Fiscal Intermediary

☐ Respite

☐ In Home Training

☐ ICF/MR (DRC Only)

DIAGNOSIS
Axis I: _____
Axis II: _____

Axis III _____

MEDICATIONS: ☐ **Yes** ☐ **No** **If Yes, List:**

WAIT LIST PRIORITY DETERMINATION

(*complete for all HCBW & general fund service requests*)

1. **Describe, in detail, what the current emergency is or reason for request for service (describe emergency, risk factors, changes in health, behavior or other circumstances prompting need):**

2. **Describe, in detail, what will happen without the service? (Include risk, possibility of emergency worsening, current care giver burnout, accidents, assaults, etc.):**

3. **General description of Individual's support needs (living skills, medical, psychiatric, behavioral, safety, level of supervision required)**

4. **Accessibility Needs (if any):**

5. **Description of Individual's Preferences:**

6. **What other generic community services have been arranged and provided to the person (e.g. state plan P.C.A. services, mental health services, etc.):**

7. **For people requesting Self-Directed FI option, please describe the services to be provided:**

8. **This person is ready and willing to accept services within 90 days.** ☐ **Yes** ☐ **No**

9. **If this child is under the age of 5, are they currently receiving early intervention services?**
   ☐ **Yes** ☐ **No**

10. **Does this person have a special needs trust or other type of trust fund that may disqualify them for the Home and Community Based Waiver?** ☐ **No** ☐ **Special Needs** ☐ **Other Trust**

_____	_____	_____	_____
SERVICE COORDINATOR	**DATE**	**SUPERVISOR**	**DATE**

TO BE COMPLETED BY COMMUNITY SERVICES DIRECTOR/SUPERVISORS MEETING:

Priority Level Determination: **1** **2** **3**

_____ **HBCW Wait List** _____ **Services Wait List** **Date on Wait List:** _____

For People Already on Waiver, Date on Service Request List: _____

Authorizing Signature: _____

ATTACHMENT RS2504B

STANDARD LETTER

State of Nevada
Department of Human Resources
Division of Mental Health and Developmental Services

Rural Services

1665 Old Hot Springs Road Suite 157
Carson City, NV 89706

BRIAN SANDOVAL
Governor
MICHAEL J. WILLDEN
Director

RICHARD WHITLEY
Acting Administrator
JANE GRUNER
Deputy Administrator

(DATE)

(Name of Individual)
(Address)
(City, State, Zip)

DRAFT

Dear (NAME):

On (date), you requested (service). As stated in my conversation with you today, that service will be available for you to access as of (date).

There are several steps that must be taken prior to you receiving this service. I am prepared to work with you and your team to ensure each step is taken. The steps are listed below:

1. Interview possible providers to provide this service.
2. Determine which provider will be working with you.
3. Complete and submit the service agreement (contract) to establish the service(s).
4. Team Meeting to ensure ISP is updated and accurate showing the service(s).

In order to receive this service, you will need to respond within 30 days of the date of this letter. Thank you for your patience in this process and I look forward to assisting you in obtaining this desired service.

Sincerely,

Developmental Specialist III

cc: file

Working with Community Partners to Improve Quality of Life

Phone: (775 687-5162
Fax: (775) 687-1214
http://mhds.state.nv.us